

Classification: Lead Customer Advocate, NH-0301-IV**Local Title:****Employing Office Location:** Orlando, FL**Duty Station:** Orlando, FL**Org Info:** Agency: Assistant Secretary of the Army (Acquisition, Logistics and Technology) ASA(ALT)1st Div: Program Executive Office, Simulation, Training and Instrumentation (PEO STRI)2nd Div: Customer Executive Group3rd Div:4th Div:

Supervisor's Certification: I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.

Immediate Supervisor: John F. Daniele**Title:** Customer Service Executive (Acting)**Signature:** _____/s/_____ **Date:** 5/2/03**Higher Supervisor or Manager:** _____**Title:** _____**Signature:** _____ **Date:** _____

Classification/Job Grading Certification: I certify that this position has been classified IAW Acquisition Workforce Personnel Demonstration Project broadbanding criteria.

Classification Official: Stephen M. Seay, BG, USA**Title:** Program Executive Officer**Signature:** _____/s/_____ **Date:** 5/2/03**FLSA:** Exempt **BUS Code:** 7777 **CL:** 422**Drug Test:** No**Emergency Ess:****Key Position:****OPM Functions Code:****Sensitivity:** NCS**Status:** Competitive**Reason for Submission:** New**Subject to IA:** No**Previous PD Number:****Mobilization:****Envir. Diff:****Career Prg ID:****Acq Posn Category:** A**CAPL Number:****Acq Career Level:** 3**Acq Posn Type:** 1**Acq Special Asgmt:****Acq Prog Ind:****Career Spec – Primary:****Career Spec – Sec:****Cont Job Site:****Mobility:****Financial Disclosure:** ☐ Public Financial ☒ Confidential Financial☐ Supervisor ☐ Manager ☒ Neither**Citation 1:** USOPM PCS for GS-301, TS-34, 11/79**Citation 2:** AWF, PDP, BLD, Federal Register, Volume 64, Jan 99

ACQUISITION WORKFORCE DEMO PROJECT
POSITION REQUIREMENTS DOCUMENT

I. Organization information:

Position is located in the Customer Executive Group, Program Executive Office, Simulation, Training and Instrumentation (PEO STRI).

II. Position information:

Lead Customer Advocate, NH-0301-IV

III. Duties:

1. Serves as the senior technical expert and principal advisor to the Customer Executive on technical, interoperability, common component and reuse issues. The incumbent is directly responsible to the Customer Executive to conduct quick, thorough studies and analyses of customer requirements and mission and business development opportunities. Responsible for high-level conceptualization and solution design to meet customer needs. Maintains expertise in the full spectrum of PEO capabilities and recommends the best solution PEO STRI has to offer.
2. Leads a team of Customer Advocates providing a focal point within the PEO for customer interaction, requirements identification and requirements definition. Conducts customer interviews and customer surveys at the highest levels to determine and track needs and customer satisfaction. Represents the PEO and Customer Executive at conferences and meetings with customer representatives relative to PEO-STRI programs and projects. Maintains contact with key military, civilian and private industry officials for planning and coordinating all phases of business planning. Works with Core Business Units to develop interoperable training and simulation solutions for the potential customer. Maintains continuous surveillance of the modeling and simulation environment within designated customer segments to ensure the PEO is positioned competitively.
3. Interfaces with OSD, Major Subordinate Commands, HQDA, AMC, TRADOC, industry and academia to address unique technical and programmatic issues and problems that cut across PEO STRI Core Business Units. Monitors activities that may impact on PEO STRI.

Identifies and develops new business opportunities for PEO STRI within customer segments to ensure that PEO STRI is fulfilling its mission to the Army. Provides input to strategic planning guidance based on the evolving Army mission.

4. Continually reviews emerging policy and law from Congress, OSD, and HQDA. Provides periodic synopses of critical policy statements and directives. Makes recommendations on technical, programmatic and organizational changes necessary to implement OSD and HQDA policies and directives.

5. Provides briefings to General Officers, senior level management of the Joint staff, OSD and DA regarding PEO STRI activities, programs and the status of individual acquisitions and priorities.

Team Leader Responsibilities

Distributes and balances work based upon priority, skill requirements, and level of difficulty. Discusses work in process, answering questions from team members concerning procedures, directives, policy, etc., as well as technical subject matter related questions. Incumbent periodically meets with supervisor to discuss and/or provide specific recommendations related to team members performance appraisal, disciplinary actions, incentive awards, specific training needs, personnel assignments, and TDY travel. Incumbent personally handles problems affecting the team and specific individual complaints that can be resolved through face to face discussion.

Performs other duties as assigned.

Critical Acquisition Position

"This is a Critical Acquisition Position. Unless specifically waived by the appropriate Army official, (i.e., the Director of Acquisition Career Management, the Army Acquisition Executive, or the Secretary of the Army) or if the employee is "grandfathered" under 10 U.S.C. 1736(c)(1), the following are statutorily mandated requirements (Reference: 10 U.S.C. 1733 and 1737):

(1) Selectee must be a member of an Acquisition Corps at the time of appointment.

(2) Selectee must execute, as a condition of appointment, a written agreement to remain in Federal service in this position for at least three years. In signing such agreement,

the employee does not forfeit any terms or conditions of employment."

IV. Factors:

Factor: 1. - Problem Solving

Level IV.

Work is timely, efficient, and of acceptable quality. Completed work meets project/program objectives. Flexibility, adaptability, and decisiveness are exercised appropriately.

Defines, establishes, and directs organizational focus (on challenging and highly complex project/programs). Identifies and resolves highly complex problems that cross organizational boundaries and promulgates solutions. Resolution of problems requires mastery of the field to develop new hypotheses or fundamental new concepts. Assesses and provides strategic direction for resolution of mission critical problems, policies, and procedures. Works at senior level to define, integrate, and implement strategic direction for vital programs with long-term impact on large numbers of people. Initiates actions to resolve major organizational issues. Promulgates innovative solutions and methodologies. Works with senior management to establish new fundamental concepts and criteria and stimulate the development of new policies, methodologies, and techniques. Converts strategic goals into programs or policies.

Factor: 2. - Teamwork/Cooperation

Level IV.

Work is timely, efficient, and of acceptable quality. Personal and organizational interactions exhibit and foster cooperation and teamwork. Flexibility, adaptability, and decisiveness are exercised appropriately.

Leads/guides/mentors workforce in dealing with complex problems. Solves broad organizational issues. Implements strategic plans within and across organizational components. Ensures a cooperative teamwork environment. Leads/guides workforce in achieving organizational goals. Participates on high-level teams. Is sought out for consultation.

Factor: 3. - Customer Relations

Level IV.

Work is timely, efficient, and of acceptable quality. Personal and organizational interactions enhance customer relations and actively promote rapport with customers. Flexibility, adaptability, and decisiveness are exercised appropriately.

Leads and manages the organizational interactions with customers from a strategic standpoint. Works to assess and promulgate political, fiscal, and other factors affecting customer and program/project needs. Works with customer at management levels to resolve problems affecting program/projects (e.g., problems that involve determining priorities and resolving conflicts among customers' requirements). Works at senior level to stimulate customer alliances for program/project support. Stimulates, organizes, and leads overall customer interactions.

Factor: 4. - Leadership/Supervision Level IV.

Work is timely, efficient, and of acceptable quality. Leadership and/or supervision effectively promotes commitment to mission accomplishment. Flexibility, adaptability, and decisiveness are exercised appropriately.

Establishes and/or leads teams to carry out complex projects or programs. Resolves conflicts. Creates climate where empowerment and creativity thrive. Recognized as a technical/functional authority on specific issues. Leads, defines, manages, and integrates efforts of several groups or teams. Ensures organizational mission and program success. Fosters the development of other team members by providing guidance or sharing expertise. Directs assignments to encourage employee development and cross-functional growth to meet organizational needs. Pursues personal professional development.

Factor: 5. - Communication Level IV.

Work is timely, efficient, and of acceptable quality. Communications are clear, concise, and at appropriate level. Flexibility, adaptability, and decisiveness are exercised appropriately.

Determines and communicates organizational positions on major projects or policies to senior level. Prepares, reviews, and approves major reports or policies of organization for internal and external distribution. Resolves diverse viewpoints/controversial issues. Presents organizational briefings to convey strategic vision or organizational policies.

Factor: 6. - Resource Management

Level IV.

Work is timely, efficient, and of acceptable quality. Resources are utilized effectively to accomplish mission. Flexibility, adaptability, and decisiveness are exercised appropriately.

Develops, acquires, and allocates resources to accomplish multiple project/program goals. Formulates organizational strategies, tactics, and budget/action plan to acquire and allocate resources. Optimizes, controls, and manages all across projects/programs. Develops and integrates innovative approaches to attain goals and minimize expenditures.

SECURITY CLEARANCE and Travel REQUIREMENTS

Incumbent must be able to obtain and maintain a Secret security clearance.

May be required to travel within the U.S./overseas by commercial aircraft.

KNOWLEDGE, SKILLS, AND ABILITIES (KSAS) FOR QUALIFICATION PURPOSES.

Knowledge of policies, programs, organizations, functions, resources, and legislation affecting the program(s) and the organizations studied or served, and related customers, functions, resources, and users

Knowledge, understanding and interrelationships of the mission, doctrine, and strategy of the Army, ASA(ALT) and PEO STRI.

Knowledge of current modeling and simulation principles, techniques, processes, regulations, and policies

Knowledge of acquisition, development, fielding and life cycle support of simulations, simulators, training and instrumentation systems.

Ability to establish and maintain relationships with key individuals/groups outside immediate work unit including senior executives and General Officers at DA HQ and elsewhere

Ability to represent and serve as spokesperson for the organization with senior executives and General Officers at DA HQ and elsewhere

Ability to meet and deal with customers using a high degree of tact and diplomacy

Ability to recognize and analyze problems, conduct research, summarize results, and make appropriate recommendations

Ability to identify problems and develop innovative solutions

Ability to gather, analyze, and present facts

Ability to organize and lead special (study/project) teams and task forces with members from different organizations

Ability to organize and lead (study/project) teams

Ability to supervise and lead others.

Ability to give oral presentations

Ability to advise others

Ability to negotiate

Ability to communicate orally and in writing

Skill in interpersonal relations